

University of
Lethbridge



Housing Services Strategic Plan

2005-2008

Heather Mirau
Hospitality Services
September 8, 2005

Approved by the Hospitality Services Team
(September 9, 2005)

Approved: Board of Governors
February 6, 2006

The University of Lethbridge Housing Services Strategic Plan

Vision:

Housing Services strives to deliver excellence in quality services and support systems in Campus Housing to foster a living and learning environment as a gateway to success for our diverse student population, in order to assist The University of Lethbridge in becoming the institution of choice for students.

Mission Statement:

Housing Services provides convenient, clean, well-maintained, and competitively priced accommodation to students and guests of The University of Lethbridge, with quality residence life programs and services that contribute to a positive living and learning environment for the personal, professional, and academic growth of our residents within a 12-month sustainable operation.

Fundamental Principles:

Housing Services:

- operates under the guidance of the Board of Governors and University guiding principles, and is subject to the provisions of the Post-Secondary Learning Act.
- operates as an Ancillary business unit under the organizational reporting structure of the Vice-President (Finance & Administration).
- operates in a self-sufficient manner to ensure sustainability without financial support from University operating funds.
- delivers programming within Campus Housing facilities owned by The University of Lethbridge.
- provides programming for residents and guests in Campus Housing that is conducive to student academic achievement.
- establishes a Campus Housing admission procedure to reflect the University's academic and recruitment strategies for an acceptable balance for first, second, third and fourth year students within appropriate facilities for year of study.

- evaluates present and future service and facility needs, and initiatives to ensure they are architecturally and programmatically attractive to Campus Housing residents.
- establishes and publishes standards of acceptable behaviour for student campus living.

Our Values:

We promote a culture of diversity, respect, and inclusiveness. Housing Services invites employees and all years of students from diverse backgrounds to be members of the Campus Housing community who contribute to the cultural fabric of a diverse community. We celebrate individual differences and ways of thinking.

We engender creativity and innovation. Employees and students contribute to creative thinking that results in positive changes and creates a new standard of performance. We develop a supportive work environment that enables productivity and growth in human potential through teamwork and collaboration.

We foster and promote student leadership. We support the resident student government elected and coordinated by the residents. The Organization of Residence Students (ORS) Residence Council acts as an advisory body to Housing Services.

We endorse a healthy community and culture. We develop programs and services with a focus on a balanced and healthy community within Campus Housing that continually enhances and contributes to a positive culture.

We promote a collaborative and consultative environment. We enjoy a work environment based on collaboration and consultation with a focus on our common mission by all stakeholders.

We embrace change. We encourage new methods and risk taking when peak performance and limited resources are combined.

We advocate sensitivity and respect for our natural environment. We develop awareness of our natural environment through programs and services with a focus on reusing, recycling and conservation.

University Strategic Priorities – Our Goals

Housing Services is committed to developing plans of action that align to the University's strategic priorities. These overarching priorities become our goals.

Goals:

1) Students

- 1.1 Improve student financial support through scholarships, bursaries, work opportunities, and other initiatives.

Housing strategy:

Housing Services employs University students where at all possible for part-time and temporary positions in all aspects of the Housing operation; for example, office clerical, residence life, maintenance, and housekeeping. Residence Assistant position descriptions will continue to meet the Applied Study guidelines for academic credit. Through such experiential learning opportunities, our students will be able to explore and integrate academic theory into their work life and vice versa.

Housing Services assists students with finding employment opportunities on campus or exploring the development of initiatives for future employment.

Housing Services will continue to reserve and allocate 7 beds for Board of Governor scholarships.

The Organization of Residence Students will continue to offer scholarships for students living in Campus Housing.

- 1.2 Expand opportunities for graduate studies.

Housing strategy:

Housing Services will ensure some rooms are multi-purpose to accommodate both the needs of the undergraduate and graduate student. Residence Village bedrooms are designed for the more senior student; i.e., individual rooms have larger table top desks for research, studying and report writing. All rooms have book shelves, and internet access.

At present the focus on accommodation in Campus Housing is for undergraduate students.

1.3 Foster a sense of healthy culture and community for students.

Housing strategy:

Housing Services will continue to develop residence life programming to enhance and expand Campus Housing students' opportunities for integration into the academic and local communities.

Housing Services will continue to develop and maintain regulations with a focus on a healthy and safe community taking into consideration the whole of the community.

Housing Services will continue to support and provide an active referral system to professional services; e.g., counseling and medical support, both on and off campus for Campus Housing residents.

Housing Services will continue to provide technological connections to enable Campus Housing students to keep in touch with friends, family and academic information. These connections are supplied in the form of computer rooms, email stations, online network, and the on-campus telephone system for convenience and to minimize student expenses.

Housing Services will continue the strategic partnership with Food Services to provide first-year students with a dining plan to ensure basic nutritional needs are met, especially during times of stress; e.g., mid-terms and finals.

2) Diversity

2.1 Improve support and participation of First Nations in the University community.

Housing strategy:

Housing Services will continue to offer accommodation in both single and family housing to members of the First Nations.

Housing Services will maintain the building names of Kainai, Piikani, Siksika and Tsuut'ina representing the Blackfoot Confederacy signatory parties of Treaty 7.

2.2 Ensure gender inclusivity by promoting and implementing equity within the University community.

Housing strategy:

Housing Services will continue to offer accommodation to both genders within a system of fair and equal opportunity, based on a first-admitted, first-served basis.

Housing Services will continue to provide accommodation in co-ed facilities with all suites/rooms assigned on a gender specific designation.

- 2.3 Increase the international focus of The University of Lethbridge through the recruitment and exchange of students and faculty.

Housing strategy:

Housing Services will continue to reserve and allocate 20 beds for international students through the International Office, and 10 beds for Management International students.

Housing Services will continue to lease one family townhome to the International Office for their use in recruiting faculty and students.

3) Teaching and Research

- 3.1 Provide support for faculty in the enhancement of effective teaching skills and strategies.
- 3.2 Pursue additional funding to support scholarly activity across a wide range of disciplines.
- 3.3 Develop centres of research excellence across the faculties and schools.

Housing strategy:

Housing Services will continue the strategic partnership with Conference & Event Services in order to rent accommodation to faculties and visiting faculty members during the summer months (May-August) in support of the academic programs.

4) Facilities

- 4.1 Increase state-of-the-art academic space on campus.
- 4.2 Increase student residence space.

Housing strategy:

Housing Services will continually review and keep up-to-date on facility styles, as well as student trends and demographics for Campus Housing initiatives in order to meet and align with University academic and recruiting strategies.

Housing Services will continually strive to maximize revenues through summer rentals, both student rentals and casual guest rentals through Conference & Event Services, and to optimize operating expenditures where possible in order to strategically and financially position the operation for new construction.

- 4.3 Provide access to additional recreation and leisure space.

Housing strategy:

Housing Services will continue to promote a healthy community by providing lounge and study space, as well as physical fitness space within Campus Housing facilities.

- 4.4 Expand research space in all disciplines.

5) Outreach

- 5.1 Work with our alumni to help advance the mission and vision of The University of Lethbridge.

Housing strategy:

Housing Services will continue to provide meeting space on campus available to alumni through a strategic partnership with Conference & Event Services.

Housing Services will continue to provide summer accommodation for casual guests, including alumni, through a strategic partnership with Conference & Event Services.

- 5.2 Raise the profile of The University of Lethbridge in the provincial, national, and international arenas.

Housing strategy:

Housing Services will continually update and maintain the web page for viewing world-wide, thereby expanding the image and marketing capacity of The University of Lethbridge.

Housing Services will continue to partner with the University's Recruitment officers to promote the quality of education and facilities at The University of Lethbridge at information nights in various locations throughout the province.

- 5.3 Improve relationships and increase involvement with individuals and organizations for the good of The University of Lethbridge and the community.

Housing strategy:

Housing Services will support and provide services and facilities for community groups and organizations through the strategic partnership with Conference & Event Services.